

Flat Business Line

Product Summary

Flat Rate Business Lines provide basic telephone service to state agencies with smaller offices, state agencies in rural areas, or anywhere that dedicated telephone service is required for fax machines, modems, credit card readers, alarms, or elevator phones. Optional features are available for an additional cost. Included with the service is white and yellow page directory listing and directory assistance listing. Local telephone providers make the service available through contracts approved by ITS and issued through the State Purchasing office.

Product Features or Description of Services

Flat Business Line Features	
Feature	Description
<i>Dedicated service</i>	<ul style="list-style-type: none"> Line dedicated for use by a fax machine, modem, credit card reader, alarm, or elevator phone.
<i>Trunking</i>	<ul style="list-style-type: none"> Line used for trunking purposes at locations with or without call collectors.
<i>Extensions</i>	<ul style="list-style-type: none"> Line used as an extension in an office or location that is small or has a small number of employees.
<i>Directory listing</i>	<ul style="list-style-type: none"> A listing of the number in the white and yellow pages of the telephone directory.
<i>Directory Assistance listing</i>	<ul style="list-style-type: none"> The number is listed for directory assistance.
<i>Caller ID, where available</i>	<ul style="list-style-type: none"> The ability to identify callers before the call is answered.
<i>Voice Mail, where available</i>	<ul style="list-style-type: none"> Option that allows callers to leave a message when no one is available to take a call.
<i>Blocked calls</i>	<ul style="list-style-type: none"> Programming available to block unwanted calls.
<i>Blocked LD</i>	<ul style="list-style-type: none"> Programming available to prevent users from dialing long distance calls.

Product Benefits

Flat Business Line Benefits
Dependable, reliable service
Cost effective
Maintenance free
Dedicated lines for fax machines and credit card terminals provide efficiency - you're always ready for increased call volume from a special program.
Complimentary White and Yellow Pages listings ensure new and existing customers can find you.
Directory Assistance listing means trained operators will help callers find you when they need additional help.

Services Not Included with this Product

Services Not Included	
Feature	Explanation
<i>Voice Mail</i>	<ul style="list-style-type: none"> May be available, but is not included in the basic charges for the service.
<i>Call Forwarding</i>	<ul style="list-style-type: none"> May be available, but is not included in the basic charges for the service.
<i>Call Trace</i>	<ul style="list-style-type: none"> May be available, but is not included in the basic charges for the service.
<i>Three-way Calling</i>	<ul style="list-style-type: none"> May be available, but is not included in the basic charges for the service.
<i>900 Service</i>	<ul style="list-style-type: none"> May be available, but is not included in the basic charges for the service.

Related ITS Products

Related ITS Products	
Product	Description
<i>Voice Mail</i>	<ul style="list-style-type: none"> A system used to manage incoming messages.
<i>Analog Single Line Telephone Set</i>	<ul style="list-style-type: none"> POTS (Plain old telephone set)
<i>Analog Two-Line Telephone Set</i>	<ul style="list-style-type: none"> POTS (Plain old telephone set) with two lines providing the ability for you to put a call on hold and answer or make another call.
<i>ITS Warehouse</i>	<ul style="list-style-type: none"> The ITS Warehouse has analog telephone sets in stock and will provide them at approved rates.

ITS Responsibilities

ITS Responsibilities
ITS will, upon written request, issue an order for installation of the service from the vendor.
ITS will, upon written request, issue an order to the vendor for any changes in the service.
ITS will receive and pay the vendor monthly telephone bills.
ITS will bill the customer monthly for the telephone service and all applicable features.
When no longer needed, upon written request, ITS will issue a disconnect order to the vendor.
ITS will provide a Customer Support Center (Help Desk) to receive calls for trouble.
ITS will post on the ITS Website rates for the service.
ITS will ensure customer receives the discounted state-rate for long distance service.

Customer Responsibilities

Customer Responsibilities
Customer will submit a written request to the Telecom Order Desk for installation of service.
Customer will notify ITS, in writing, of any changes needed to the service.
Customer will use the service for state-government work only.
Customer will not add internet service to the line.

Customer will pay the monthly bill through the automated Aries billing system.

ITS Customer Support

ITS Customer Support
Problem resolution is managed through industry best practices using Remedy Help Desk Support Process.
Problems can be submitted 24 x 7 via the Web, Live Chat, or telephone.
Web submissions are monitored during normal business hours (M-F 7:30 a.m. to 5:30 p.m.).
Response to submitted problems is two business hours for low and medium priorities, one clock hour for high priorities, and, thirty clock minutes for urgent priorities.
Response to escalated problem submissions not resolved by Customer Support is within two business hours for low and medium priorities, one clock hour for high priorities, and thirty clock minutes for urgent priorities.

System Requirements

System Requirements
Wall jack for connection from telephone station to service provider demarcation.
Line cord to connect the telephone to the wall jack.
Analog telephone set, unless used for a fax machine, modem, credit card reader, alarm, or elevator phone.
If Caller ID is installed, you will need a telephone set with a display, or a Caller-ID box.

Product Rate

Flat Business Line Rate		
	Description	Rate (\$)
Monthly charges	Basic telephone service	\$26
One time charges	Installation	Cost + 10%
Optional feature monthly charges	Voice Mail	\$6.00
Optional feature one time charges	Telephone set from ITS Warehouse	Cost + 10%
Optional feature one time charges	Line cord from ITS Warehouse	Cost + 10%

Ordering the Product

If interested in having a Flat Business Line installed, an order form can be found at <http://its.utah.gov/productsservices/voiceprods/moreteleservice/flatbusinessline.htm>. The following information is required:

- Requestor name and phone number
- Agency name and main phone number
- Address where installation is requested
- Billing DASID Code (low org)
- Any special instructions for installation.

Every effort will be taken to install the flat business line within five (5) business days of order request.

Product Agreement

ITS and the Customer agree that this Product Description together with an approved Product Order Form constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form, or until canceled by either party upon a thirty (30) day written notice.

Product and/or Service Rates listed are in accordance with the approved ITS Rate Schedules. Therefore, the product description and order form replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between ITS and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.